

Consumer Information and Procedures

-- Disconnecting Service

Phone Service May Be Shut Off For Any Of The Following Reasons

- Nonpayment of a bill
- Nonpayment of a deposit or refusal to pay the increased amount of a deposit
- Not keeping a deferred payment agreement
- Not allowing company employees necessary access to company-owned equipment after the company has made a written request to do so
- When use of your equipment affects the company's service to others (this can be done without written notice)
- The company has reason to believe that you used a device or scheme to receive service without payment and has contacted you before shutting the service off
- Not following municipal ordinances or other laws regarding telephone service
- Not following other rules of the Illinois Commerce Commission or the company regarding your telephone service It Must:

If The Telephone Company Decides To Shut Off Your Service,

- Prior to disconnecting service, provide written notice allowing 8 days if notice is mailed or 5 days if delivered.
- The company must also attempt to contact you by telephone on the day that service is to be discontinued (or the day before) to advise you that service will be cut off
- Service must not be discontinued after 12 noon on a day before a holiday or weekend or on any Saturday, Sunday, or legal holiday recognized by the State of Illinois or on any day when the company's business offices are not open for business
- Telephone service may be discontinued only between the hours of 8:00 A.M. and 2:00 P.M. unless the company is prepared to restore service within three hours after they receive payment, at the standard reconnect charge, if any
- The company shall have authorized personnel available to reconnect service until at least 5:00 P.M. on business days, if the conditions cited as grounds for discontinuance are corrected and any restoral charge is paid. The company must allow one free reconnection of service each calendar year to customers who are disconnected for nonpayment of service
- When service has been discontinued for nonpayment, and payment has not been received or satisfactory payment arrangements have not been made for a period of ten calendar days, the company may consider the service terminated. Reconnection may then be considered as a new installation
- A company will not shut off your service if you have an medical certificate (See next section).

Medical Certificate

If your doctor or local board of health says that having your service shut off will aggravate an existing illness of any person who permanently lives in the house, the company may not shut off your services for 30 days or they must reconnect your service if it has not been off for more than 10 days. Your doctor or local board of health must state in writing:

- The name of the sick person
- That the sick person lives in the house
- The name, business address, and telephone number of the doctor or board of health

- The kind of illness, and
- The period of time that not having telephone service will aggravate the illness

Your doctor may call the company and give all of this information, but also must send a written certificate within five days of that call.

Within 30 days, you must contact the company to make an agreement to pay what you owe the company and also keep your new bills paid when they are due. Your medical certificate can be renewed for another 30 days (for a total of 60 days) if the same doctor sends another certificate to the company and states that the medical condition still exists. If another certificate is not sent, the company can shut off your service after it sends you a **Final Notice**.

Telephone Directories

Directories must be revised, printed, and distributed at least once a year. At your request, your listing or a portion of the listing may be omitted. (There may be an additional monthly charge for not listing your number in the directory). The company may charge for listing additional names for each number on separate directory lines.

If there is an error in your listed number, the company must intercept all calls to the listed number for 120 days, provided the company's equipment can do this and that the number erroneously listed is not someone else's telephone number. In the event of an error or omission in the listing of your name, your correct name and telephone number must be put in the files of the directory assistance operators and this number will be given to anyone trying to call you.

If your telephone number is changed after a directory is published, the company must intercept all calls to the former number for at least 120 days and give the calling party the new number if you so desire.

If a company charges for directory assistance (information), the company must, upon request, furnish up to five directories for other telephone exchanges in the same area code at no extra cost to you.